

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (E1) INFORMATION TECHNOLOGY AND APPLICATION ADMINISTRATION FOR THE AERONAUTICS RESEARCH DIRECTORATE

TA No:	OD001-Rev9		
Task Area Monitor:		Alternate Task Area Monitor:	None
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

These Offices consists of a heterogeneous network of Macintosh workstations, advanced visualization systems, and file servers in Buildings 1244. Special networking and computer equipment is included in the advanced visualization system located in Bldg. 1244. Software includes graphics software packages, as well as license managers, compilers and software developer utilities. On-site application administration for software is required to maintain network security and resource availability for NASA personnel, contractors, and grantees, within and outside the Langley network domain.

3. OBJECTIVE

The objective of this task assignment is to provide information technology and application administration support for the Aeronautics Research Directorate.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

Services Specified:

Services include: Applications Maintenance and Management, Customer Support and IT Consultation, assisting with IT Security planning and execution, providing integrated support for web-based systems which will include identifying and documenting technical requirements, as well as determining the best technical solution for meeting these requirements.

The Application Administrator shall interact with the software vendors and plan upgrade paths, manage the software licensing and maintenance agreements. The Application Administrator will also monitor performance and track problems and issues of the supported software and manage the complex dependencies between applications and system software

Maintenance of user accounts and profiles will be performed by the Application Administrator who will work directly with the users to ensure that the software is applicable and ready for use. Additionally the Application Administrator will optimize the configuration to ensure that

the user is achieving the best results.

Application Administrator will maintain and prepare laptops for persons going on/returning from travel to comply with NASA security measures. These laptops will not be on the NASA network and will be used specifically for the purpose providing a clean platform for persons to be used during travel assignments.

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:

The Contractor shall obtain quotes for software replacements or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

Contractor personnel will be located on-site in the Aeronautics Research Directorate area.

General IT Support Services Performance Metrics

Performance Standard: Required monthly status reporting is complete, understandable, and provided on the due date.

Performance Metrics:

- Exceeds: Monthly status reporting is error free, complete, and provided no later than 8 business hours after the due date. Significant improvements have been made in the clarity of the monthly reports.
- Meets: Monthly status reporting is complete with only minor errors noted and provided within 16 business hours after the due date.
- Fails: One or more required monthly status report components are not available or errors are noted.

Performance Standard: Response to requests for help is given within 8 hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given to customer.

Performance Metrics:

- Exceeds: Response to requests for help is within 4 hours. Customer requests are tracked and appropriate expert advice is given. Customer rates service as very good to excellent.
- Meets: Response to requests for help is given within 8 hours hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.
- Fails: Response to requests are given after 10 hours. Customers rate service as unsatisfactory.

Performance Standard: IT consultations regarding new systems and applications meet

customer needs. Required reports are accurate and complete.

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Recommendations are made and adopted. Schedules are met.

Meets: Consultation and reports address requirements adequately. Schedules are met.

Fails: Any of the requirements (a, b, or c) of this subsection is not met. The government finds that critical information has been overlooked.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held as needed. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness, cost, and staffing will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/01 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

Within two weeks from the receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost and schedule. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.